GOVERNEMNT OF ANDHRA PRADESH
ABSTRACT

YAT&C (Tourism) Department - "Phased Re-opening" - Safety and Hygiene Guidelines for Operation of Tourist Destinations and Tourism Service Providers in Andhra Pradesh – Orders - Issued - Reg.

YOUTH ADVANCEMENT, TOURISM AND CULTURE (T) DEPARTMENT

G.O.RT.No. 190 **Dated: 08-09-2020.**

Read the following:

1. G. O. No.123, Dt: 08.06.2020 of YAT & C (T) Department.
2. Memo No. APTA-11026/4/2020-GAD-COT, Dt:17.06.2020 of YAT & C (T) Department.
3. Order No. 40-3/2020-DM-I (A), Dt:30.05.2020 by the Ministry of Home Affairs, Government of India.
4. Order No. 40-3/2020-DM-I (A), Dt:29.08.2020 by the Ministry of Home Affairs, Government of India.
5. E file No. 11023/19/2020-GAD-COT, Dt:03.09.2020 received from the Chief Executive Officer, APTA.

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ORDER

In the reference 1st read above, Safety and Hygiene Guidelines for the Operation of Hospitality Units (Hotels, Restaurants, Home Stays and Essential amenities) were issued to prevent the spread of COVID-19.

2. In the reference 2nd read above, Government have issued Operational recommendations for Tourism Service Providers (Travel Agents, Tour Operators, Transport Operators, Tourist Guides) to take suitable measures to restrict any further transmission of the virus, while providing accommodation and other tourist services.

3. In the reference 3rd read above, Ministry of Home Affairs, Government of India issued draft Safety and Hygiene Guidelines for Operation of Tourist Destinations and Tourism Service Providers.

4. In exercise of the powers conferred under section 6 (2) (i) of the Disaster Management Act, 2005, National Disaster Management Authority (NDMA) has directed the Union Home Secretary, Ministry of Home Affairs, Government of India to re-open more activities in areas outside the Containment Zones and extend the lockdown in Containment Zones upto 30.09.2020. Accordingly, Union Home Secretary, Ministry of Home Affairs in reference 4th read above, in exercise of the powers conferred under section 10(2) (1) of the Disaster Management Act, 2005, has issued guidelines on unlock 4 will be in force upto 30.09.2020.

PTO

5. After careful examination of the matter, Government hereby issue Safety and Hygiene Guidelines for Operation of Tourist Destinations and Tourism Service Providers as annexed to the G.O to handle the current COVID-19 crisis through structural changes and strategies for the long term viability of the Tourism Sector in accordance with the Ministry of Home Affairs, Government of India and Ministry of Tourism, Government of India.

6. The Chief Executive Officer, Andhra Pradesh Tourism Authority, Vijayawada, shall take further necessary action to implement the Guidelines scrupulously.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

RAJAT BHARGAVA
SPECIAL CHIEF SECRETARY TO GOVERNMENT (FAC)

To
The Chief Executive Officer, A.P.Tourism Authority, Vijayawada.
Copy to:
The Managing Director, Andhra Pradesh Tourism Development Corporation Limited, Vijayawada
The Chief Executive Officer, Bhavani Island Tourism Corporation, Vijayawada
PS to Additional Secretary to Chief Minister
PS to Chief Secretary, AP Secretariat
PS to Special Chief Secretary to Government, YAT&C(Tourism) Department
PS to Special Chief Secretary to HM & FW Department, AP Secretariat

// FORWARDED :: BY ORDER//

SECTION OFFICER

ANNEXURE

COVID-19 SAFETY AND HYGIENE GUIDELINES FOR OPERATION OF TOURIST DESTINATIONS AND TOURISM SERVICE PROVIDERS

COVID-19 Safety and Hygiene Guidelines for Operation of Tourist Destinations and Tourism Service Providers

1. Context

1.1. The Ministry of Home Affairs, Govt. of India has released guidelines for "Phased Re-opening" vide MHA Order No. 40-3/2020-DM-I (A) dated 30th May 2020.

1.2. The operation of Hotels Restaurants and other hospitality services have been permitted from 8th June 2020 subject to adherence to SOPs for COVID Hygiene and Safety.

1.3. The Department of Tourism, Government of Andhra Pradesh released Safety and Hygiene Guidelines for operation of Hotels and Restaurants vide G.O.RT.NO.123 dated 08.06.2020

1.4. The other tourism related activities such as management of tourist destinations, boating operations, transport operations, etc. are crucial for the functioning of Tourism industry in the state. This document prescribes the COVID-19 Safety and Hygiene Guidelines for operation of Tourist Destinations, Ropeways, Boating and Transport Activities, Tour Operators, Travel Agents, Tour Guides.

1.5. These guidelines are based on recommendations from Ministry of Tourism, Government of India, Ministry of Health and Family Welfare, Government of India and tourism industry stakeholders.

1.6. Adherence to these guidelines is necessary but not sufficient. Any other guidelines issued by the state government or district administration should also be strictly adhered to.

2. General Guidelines

2.1. All staff and guests should mandatorily wear face masks at all times.

2.2. The staff must wear single use hand gloves at all times and change them every day.

2.3. The visitors and staff should maintain social distance (2 meters or 6 feet) between each other.

2.4. The staff should use hand sanitizer regularly and should also encourage guests to do the same.

2.5. The visitors and guests may be encouraged to bring their own face masks and sanitizers. The same may be made available for purchase at counters, lobbies, etc.

2.6. Use of digital payment should be encouraged to the extent possible.

2.7. "Aarogya Setu" app usage is mandatory for all the staff and visitors.

2.8. Emergency numbers should be displayed at all office rooms, vehicles and made available with all employees.

2.9. The staff and visitors must be checked for temperature before entering the premises. Only those visitors that do not show any symptoms such as cough, fever, sore throat, etc. should be permitted.

2.10. Queues and crowding should be avoided as much as possible. Where it is unavoidable, circles at every 6 ft should be drawn to indicate designated standing spots in the queue.

2.11. The face masks, hand gloves, etc. must be discarded in a dedicated covered bin that should be sealed at the end of the day and disposed accordingly.

2.12. Adequate training should be provided to staff to ensure that they understand these guidelines and can remind the guests politely about the same.

2.13. A well-trained security guard or supervisor should be made in charge of adherence to mask usage, social distancing and other safety measures.

3. Protocol for handling suspected COVID positive cases

3.1. Place the ill person in a room or area where they are isolated from others.

3.2. Provide a mask/face cover till such time he/she is examined by a doctor.

3.3. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.

3.4. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further

action be initiated regarding management of case, his/her contacts and need for disinfection.

3.5. Disinfection of the premises, vehicles, vessels, etc. to be taken up if the person is found positive.

4. Additional Guidelines for Management of Tourist Destinations

4.1. Apart from the above-mentioned general guidelines, the following safety precautions must be followed for management of tourist destinations.

4.2. The premises of the tourist destination, including washrooms, counters, fixtures, handrails, etc. shall be thoroughly cleaned every day.

4.3. The destinations may be operated at reduced capacity to ensure social distancing.

4.4. Seating at common areas, lobbies, etc. should be rearranged to ensure social distancing. If rearrangement is not possible, alternate seats may be blocked.

4.5. Signages on “dos and don’ts” to be displayed prominently at various locations.

4.6. Pedal based sanitizer dispensers must be available at frequent intervals, for visitors and staff.

4.7. Spitting is strictly prohibited.

4.8. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.

5. Additional Guidelines for Ropeway Operations

5.1. Apart from the above-mentioned general guidelines, the following safety precautions must be followed for operation of ropeways.

5.2. The interiors and exteriors of each ropeway car should be sanitized regularly, (preferably after 2-3 trips).

5.3. Only two persons should be allowed in each car, both from the same tourist group or family. In case of a single tourists, no other tourist should be allowed in the car.

5.4. Social distancing and queue management should be followed while entering and exiting the cars.

5.5. The guests must be offered sanitizer while entering and exiting the cars.

6. Additional Guidelines for Boating Operations

6.1. Apart from the above-mentioned general guidelines, the following safety precautions must be followed for operation of boating activities.

6.2. The seating arrangements in the vessels may be rearranged to ensure social distancing. If rearrangement is not possible, alternate seats may be blocked.

6.3. The boats may be operated at lower capacity to ensure social distancing.

6.4. In case of jet skis, pleasure boats, joy rides, etc. only one guest or only guests from the same group or family should be allowed to ride together.

6.5. The vessels (interiors and exteriors) should be sanitized after every trip.

6.6. Social distancing should be followed during the boarding and de-boarding process. The guests must be offered sanitizer during boarding the vessel.

6.7. The vessel operating staff should sanitize their hands frequently (compulsorily before and after every trip).

7. Additional Guidelines for Adventure Sports Operations

7.1. Apart from the above-mentioned general guidelines, the following safety precautions must be followed for operation of adventure sports activities.

7.2. Booking of tours / activities and allocation of slots should be adequately done to avoid large gatherings.

7.3. The equipment used by tourists must be disinfected after each use.

7.4. Ensure that guests are taken in small groups and social distancing is adhered to.

8. Additional Guidelines for Transport Operations

8.1. Apart from the above-mentioned general guidelines, the following safety precautions must be followed for operation of transport activities.

8.2. The seating arrangements in the vehicles may be rearranged to ensure social distancing. If rearrangement is not possible, alternate seats may be blocked. The vehicles may be operated at lower capacity to ensure social distancing.

8.3. Use of disposable seat covers, head rest covers are recommended for all vehicles.

8.4. Use of fiber glass partition between the driver and passenger's seat in buses and cars is recommended.

8.5. Ensure gloves are used while handling of luggage. Spray and wipe luggage handles.

8.6. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24 - 30^{o}C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.

8.7. The vehicles (including seats, handrails, hand rests, doors, overhead cabin, luggage cabin, exteriors, etc.) should be sanitized after every trip.

8.8. Social distancing and queue management should be followed during the boarding and de-boarding process. The guests must be offered sanitizer during boarding at the start of the trip and every time the bus stops for breaks, etc.

8.9. The guests must be briefed about dos and don'ts at the start of every trip.

8.10. The attender, helper, driver and other staff should sanitize their hands frequently (compulsorily while boarding and de-boarding at every rest stop).

9. Additional Guidelines for Tour Operators and Travel Agents

9.1. Booking and travels plans are to be accepted ONLY for tourists with no medical history of the virus in the last 28 days, especially in case of inbound travellers.

9.2. Tourists (especially inbound tourists) should be proactively apprised of the State level and district level protocols related to entry into and movement in the State. The operators should ensure that travellers adhere to the protocols without any lapses.

9.3. Bookings are required to be made online or via an online platform with cashless transactions only.

9.4. Proper record and logs are to be maintained for each traveller. Information on age, medical history, allergies etc. are recommended to be captured for each traveller.

9.5. Ensure that detailed itinerary is provided to each tourist with details on vehicle, stay, layovers, activities etc.

9.6. Ensure guidelines based on advice from health authorities which may include the wearing of face masks, guidance on hand hygiene and social distancing is provided to the tourist beforehand.

9.7. All information to the tourists should be disseminated digitally.

9.8. Small group tours recommended with maximum of 10 to 15 people for ease of implementing social distancing.

9.9. Office staff should be trained to answer questions.

10. Additional Guidelines for Guides

10.1. Greet the tourists saying “Namaste”. No shaking of hands is recommended. Ensure tourists are always accompanied.

10.2. Manage the number of guests within any one boutique, restaurant or specified area and implement queue management systems that support social distancing requirements.

10.3. Small group tours recommended with maximum 10 to 15 people for ease of implementing social distancing. Ensure physical distance of 2 feet is maintained between tourists. The social distancing norms shall

be changed and aligned according to the directives issued by Ministry of Health & Family welfare.

10.4. Limitation of passengers and social distancing to be maintained on shuttle rides, boat rides, jeep safaris, ropeways, etc.

10.5. Ensure that tickets are bought online for destination if available to avoid queuing and long halts.

10.6. At Monuments / Museums, ensure gloves are worn by employees and tourists.

10.7. Microphones and headsets usage by guides and tourists is recommended so that physical distancing can be maintained during the tour sightseeing.

10.8. Audio guides/ audio system should be provided to tourists wherever available.

RAJAT BHARGAVA
SPECIAL CHIEF SECRETARY TO GOVERNMENT (FAC)

Ministry of Health & Family Welfare
Government of India

NOVEL CORONAVIRUS DISEASE (COVID-19)

Help us to help you

The New Normal

Avoid touching

Eyes

Nose

Mouth

Together we will fight COVID-19

For information related to COVID-19
Call the State helpline numbers or Ministry of Health and Family Welfare, Government of India's 24x7 helpline number

1075 (Toll Free), Email at ncov2019@gov.in , ncov2019@gmail.com

mohfw.gov.in @MoHFWIndia @MoHFW_INDIA mohfwindia @mohfwindia

Ministry of Health & Family Welfare
Government of India

NOVEL CORONAVIRUS DISEASE (COVID-19)

Help us to help you

The New Normal

Safety means Wearing a face-cover

Cover your face properly especially before stepping out of your house

Together we will fight COVID-19

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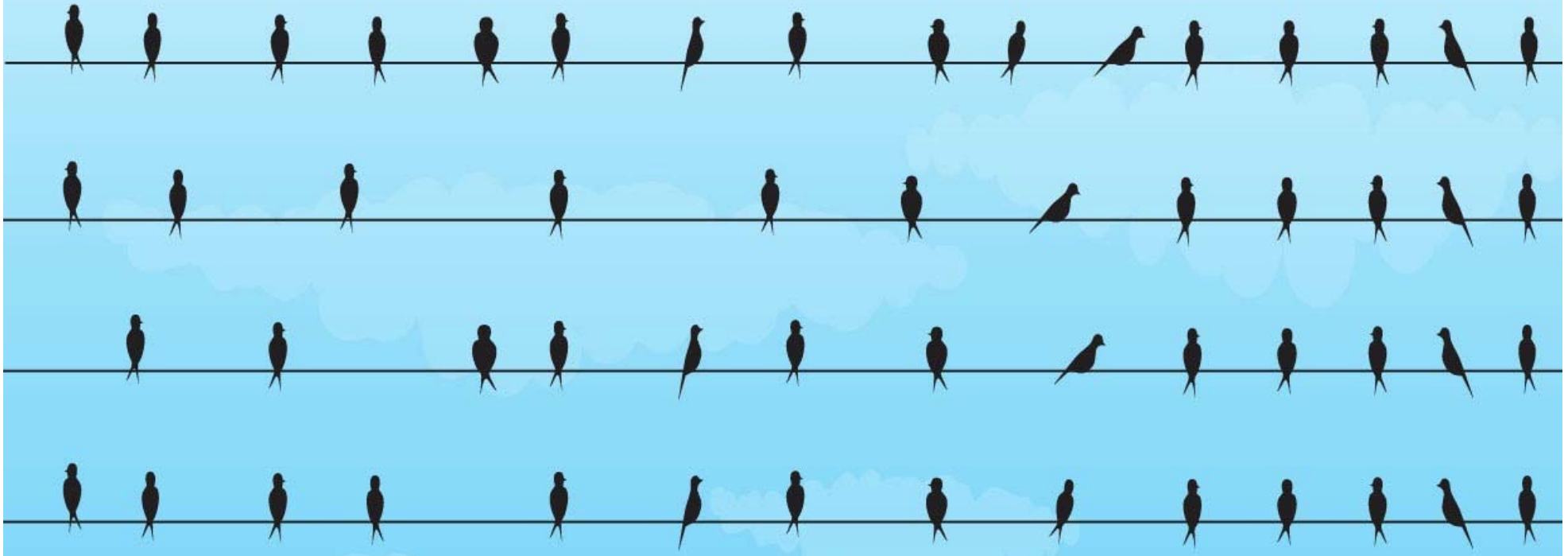
Ministry of Health & Family Welfare
Government of India

Help us to help you

NOVEL CORONAVIRUS DISEASE (COVID-19)

Maintain physical distancing



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Ministry of Health & Family Welfare
Government of India

NOVEL CORONAVIRUS DISEASE (COVID-19)

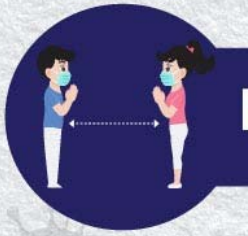
Help us to help you

THE NEW NORMAL

Wash hands with soap and water or use alcohol-based hand sanitizer

Avoid handshakes

Use tissue/handkerchief while coughing/sneezing



Follow distancing norms

Let us do our bit to protect each other

Together we will fight COVID-19

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Ministry of Health & Family Welfare
Government of India

NOVEL CORONAVIRUS DISEASE
(COVID-19)

Help us to help you

COVID APPROPRIATE BEHAVIOUR

MAINTAIN PHYSICAL DISTANCE

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Ministry of Health & Family Welfare
Government of India

NOVEL CORONAVIRUS DISEASE (COVID-19)

Help us to help you

COVID APPROPRIATE BEHAVIOUR

WEAR A FACE-COVER

MAINTAIN HAND HYGIENE

FOLLOW DISTANCING NORMS

Together we will fight COVID-19

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